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Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

For complaints regarding a claim under Your policy:

In the first instance please contact the Claims Administrator:  
Advent Solutions Management Limited, 75-77 Cornhill,  
London EC3V 3QQ

Telephone: 0845 241 2166

In all correspondence please state that Your insurance is provided by UK General Insurance Limited and quote scheme reference 05400A.

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If it is not possible to reach an agreement, You have the right to make a complaint to the Financial Ombudsman Service. This also applies if You are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,  
South Quay Plaza,  
183 Marsh Wall,  
Docklands,  
London,  
E14 9SR,  
Tel: 0845 080 1800

The above complaints procedure is in addition to Your statutory rights as a consumer. For further information about Your statutory rights contact Your local authority Trading Standards Service or Citizens Advice Bureau.

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It is Our intention to give You the best possible service but if You do have questions or concerns about this insurance or the handling of a claim You should follow the complaints procedure below:

For complaints regarding the sale of Your policy:  
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In all correspondence please state Your full name, address and registration number.

In Your complaint cannot be resolved by the end of the next working day, Nice 1 Limited will pass it to:

The Customer Relations Manager,  
UK General Insurance Limited,  
Cast House,  
Old Mill Business Park,  
Gibraltar Island Road,  
Leeds,  
LS10 1RJ.  
Tel: 0845 218 2685